

INTRODUCTION

- A majority of the Pediatric Oncology patients have a central line for chemotherapy and medication administration, with the Infusa-Port being the most commonly used
- Prompt port access and interventions in the Emergency Department (ED) are imperative due to the risk for sepsis and other complications
- Lack of understanding by Pediatric Oncology patients and families about the Sepsis protocol in the ED was identified
- Many Pediatric Oncology patients and parents are very particular about their care, including port access, making ED nurses feel they are “walking into a hostile environment.”
- At times, families requested that the port be accessed by a Pediatric Oncology nurse, which resulted in delayed patient care, if a Pediatric Oncology nurse was not readily available

PURPOSE

- Increase nurse and patient satisfaction with port access in the ED as indicated by at least 70% of patients and families ranking their port access as either Excellent or Good

METHODS

- Baseline questionnaire was developed and distributed to assess patient and family satisfaction with port access in the ED
- ED nurses were assessed on their initial port access training, current comfort level with accessing ports, and further educational needs

INTERVENTIONS

Emergency Department Staff Education

- A central line care “tip sheet” based on policy and procedure was created by the Oncology and ED Nurse Practice Councils (NPC)
- All ED nurse hires practiced port access on the port mannequin and received practice time in the Pediatric Oncology clinic
- Designated ED nurses received additional training, becoming resource nurses, to provide support and expertise with port access

The Port Pass



PORT PASS

NAME: _____

PORT TYPE: SINGLE DOUBLE

PORT LOCATION: LEFT RIGHT

NEEDLE SIZE: 3/4" 1" 1.5"

PREFERENCES: _____

- A handheld card created as a result of a collaboration between the ED and Pediatric Oncology NPC
- Efficient way for the ED nurse to obtain port access information and preferences and keep families involved in care

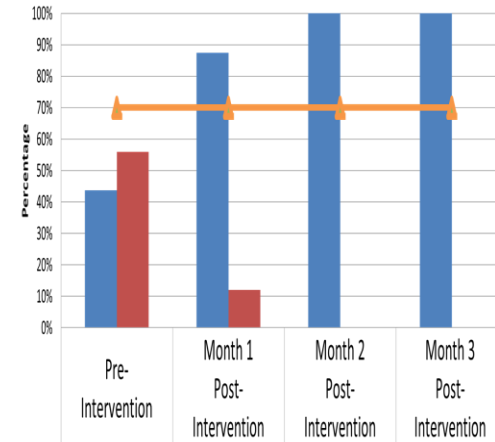
Patient and Family Education

- A handout for the Pediatric Oncology patients and families explaining the Sepsis protocol and when patients must go to the ED was developed by working with the Oncology NPC and an Oncologist

OUTCOMES

The Patient and Family Experience

Patient Satisfaction



	Pre-Intervention	Month 1 Post-Intervention	Month 2 Post-Intervention	Month 3 Post-Intervention
■ Excellent/Good	44%	88%	100%	100%
■ Fair/Poor	56%	12%	0%	0%
▲ Goal (Excellent/Good)	70%	70%	70%	70%

The Emergency Department Nurse Experience

- Post intervention, confidence and comfort level increased among ED nurses